

No Wrong Door System of Access to LTSS for all Populations and all Payers

Stakeholder Engagement

NWD Planning Grantees Monthly Webinar November 12, 2014 3:00 PM ET





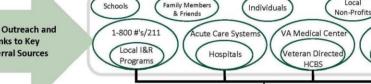


Agenda

- 1. Welcome and Introductions
- 2. Vision for Stakeholder Engagement
- 3. Learning From Peers
 - Vermont
 - Pennsylvania
 - North Carolina
- 4. Reporting Expectations/Resources
- 5. Next Steps and Closing

Public Outreach and Links to Kev Referral Sources

Person Centered Counseling



Confirming Need For/Interest in Person Centered Counseling

Support Any Immediate LTSS Needs, Conducts Personal Interview and Identifies Goals, Strengths and Preferences

> Comprehensive review of private resources and informal supports

Facilitates the development and implementation of the Person Centered Plan

Linking Individuals to Private Pay Resources

Helps individuals connect to services that will be covered out of pocket or through other community resources

Preliminary Functional Eligibility Assessment for Public Programs: Collects any additional functional

data needed for public programs including, if appropriate, Medicaid

Final Determination of Functional Eligibility for Public Programs:

Completes the process that officially determines that individuals are eligible for public programs

Preliminary Financial Eligibility Assessment for Public Programs:

Supports the individual in submitting applications for public programs including, if appropriate, Medicaid

Providers

Nursing Homes

MFP/

Section Q

Final Determination of Financial Eligibility for Public Programs:

Completes the process that officially determines that individuals are eligible for public programs

Follow-up

Ensures the plan's services are initiated, meets the needs of the individual and is adjusted as needed.

State Oversight, Management and Financing of the NWD System

Must include State Medicaid Agency, State Agencies Administering programs for Aging, Intellectual and Developmental Disabilities, Physical Disabilities and Mental/Behavioral Health needs.

Administration includes input from external stakeholders, including consumers and their advocates, on the design, implementation and on-going operations of the system

MIS tracks clients, services, outcomes, expenditures and organizational performance, enables information to flow with client from initial person centered plan through follow-up, and supports on-going evaluation and continuous quality improvement

NWD System of Access To LTSS **Vision**

> Streamlined Access to Public **Programs**

Governance and Administration of the NWD System







No Wrong Door System Vision

Governance and Administration of the NWD System State Oversight, Management and Financing of the NWD System

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Intellectual and Developmental Disabilities, Physical Disabilities and

Mental/Behavioral Health needs.

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State Governance and Administration

Public Outreach and Coordination with Key Referral Sources

NWD System Functions

Person Centered Counseling

Streamlined Access to Public LTSS Programs







AIM Statement for Stakeholder Engagement/Governing Body

The NWD governing body establishes a cross-disability stakeholder group for the ongoing administration of the NWD System by providing guidance to the governing body on NWD System performance and improvement.







Stakeholder Expectations:

- Establish specific opportunities for stakeholders to shape the vision and direction of the NWD System
- Reach out to local agencies that can identify and engage stakeholders; customers trust the people they know
- Actively solicit feedback from stakeholders on final outcomes and products
- Provide materials and resources that are accessible to people with disabilities and people who do not speak English







Stakeholders Include:

- Individuals with disabilities and their advocates
- Area Agencies on Aging
- Centers for Independent Living
- Local Medicaid agencies
- Local organizations that serve or represent the interests of individuals with physical disabilities
- Individuals with intellectual and developmental disabilities

- Individuals with mental/behavioral health needs
- Veteran ServiceOrganizations
- Related Governor's commissions
- Service providers
- Olmstead committees, task forces and/or stakeholder groups
- Other relevant public and private entities.







Learning from Peers



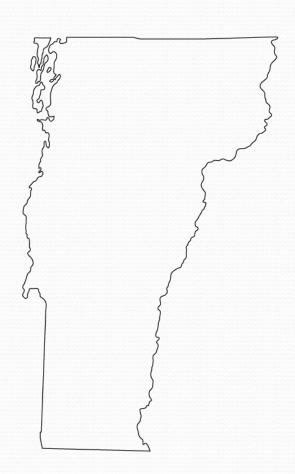




Vermont

Heather Johnson

Vermont Aging & Disabilities Resource Connection









Vermont Lessons Learned

- Buy in across networks from ground zero
 - ► AAAs, CIL, Brain Injury Association, VT 211, I/DD providers and advocacy organizations
- Establish trust, roles, responsibilities, expectations
- Transparency about funding and resources











Vermont Lessons Learned

- Build out influence
 - ► Identify natural supporters and connectors
 - who refers to you or who are your access points
 - who you refer to or who will provide the services to the individuals you are serving
 - Consumers, caregivers, families, non "providers"
 - ► Clarify their value, influence, and role(s)
- Vision and direction
 - Clearly communicated and continually reinforced











Vermont Lessons Learned

- Sustained involvement
 - ► Evolving, acknowledged, and expected
- Embrace results-based outcomes and measures
 - ► Jointly developed and studied
- Always mindful of new stakeholders and gaps in your vision/model
 - ► Remain open to change and growth
 - Always clarify purpose
- Have orientation process established
- Invite discourse and discovery







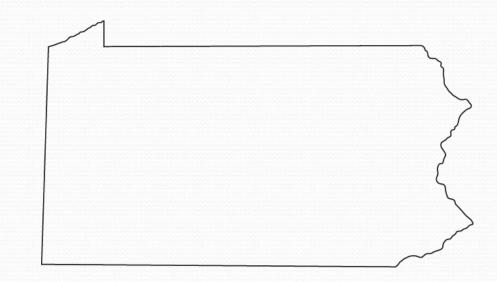


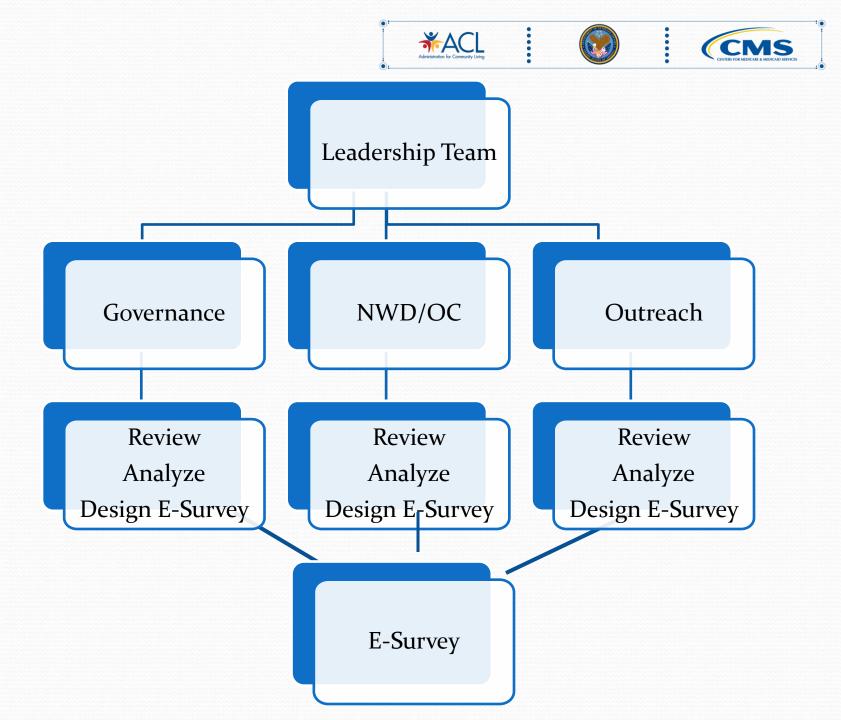


Pennsylvania

Joyce O'Brien Dave Drezner

Pennsylvania Link to Aging and Disability Resources







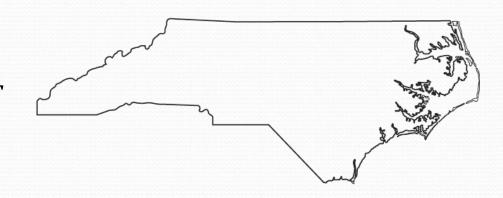




North Carolina

Trish Farnham

North Carolina Division of Medical Assistance





Context

- MFP, Division of Aging and Adult Services and other agencies—strong collaboration prior to Grant.
- NC Medicaid Reform for LTSS population working to advance same goals as grant.
 Stakeholders already engaged
- NWD Grant gave opportunity to also fortify Olmstead governance.

NC DHHS Secretary-Level Initiatives Transitions to Community Living Overlapping Medicaid Reform Executive Team **Executive Team** Membership (Olmstead Planning, DOJ Settlement, NWD Governance) NWD Project Management Team **NWD Grant Operations** DMA Medicaid Reform Team LTSS Work Team Overlapping Membership COLOR KEY Medicaid Reform Activities No Wrong Door Activities Unified Information Whole Person Screening and about Options Integration Assessment Department LTSS Workgroup Workgroup Workgroup Executive Body State, Private and Community Stakeholder Entities







Reporting Section: Stakeholder Engagement

- Due in January
- Stakeholder Engagement (2-5 pages)
- Submit via ACL website (link to be shared)
- NWD Toolbox available for assistance
- Project Officers and Lewin Technical Assistance Leads available for assistance







Reporting Section: Stakeholder Engagement

- Your process and strategy
- The members of your stakeholder group
- Roles and responsibilities of your stakeholder group
- Plan to widely disseminate final products in the interest of accountability and transparency







Monthly Webinars

Second Wednesday of Every Month—Mark Your Calendars!

Month	Topic
December	Person Centered Planning
January	No Webinar—Reporting Section Due
February	NWD System Management Tool and Needs Assessment
March	Continuous Quality Improvement

View Recent Initiatives/Planning Grant Resources

http://www.acl.gov/Programs/CDAP/OIP/ADRC/Index.aspx







Next Steps

- Key Dates to Keep in Mind
 - ► Grantee Webinars
 - 2nd Wednesday of each month at 3PM
 - ► Reporting Deliverable Due Dates
 - January (Stakeholder Engagement)
 - April
 - September
- Reach out to project officers and Lewin technical assistance leads if you need further support or have questions
- Post-Webinar Survey!